



May 15, 2020

**VIA ELECTRONIC FILING**

The Honorable Jocelyn G. Boyd  
Chief Clerk/Administrator  
**Public Service Commission of South Carolina**  
101 Executive Center Drive  
Columbia, South Carolina 29211

RE: Friends of the Earth and Sierra Club, Complainant/Petitioner v.  
South Carolina Electric & Gas Company, Defendant/Respondent  
Docket No. 2017-207-E

Request of the Office of Regulatory Staff for Rate Relief to South  
Carolina Electric & Gas Company's Rates Pursuant to S.C. Code  
Ann. § 58-27-920  
Docket No. 2017-305-E

Joint Application and Petition of South Carolina Electric & Gas  
Company and Dominion Energy, Incorporated for Review and  
Approval of a Proposed Business Combination between SCANA  
Corporation and Dominion Energy, Incorporated, as May Be  
Required, and for a Prudency Determination Regarding the  
Abandonment of the V.C. Summer Units 2 & 3 Project and  
Associated Customer Benefits and Cost Recovery Plans  
Docket No. 2017-370-E

Dear Ms. Boyd:

By Order No. 2018-804, dated December 21, 2018, the Public Service Commission of South Carolina ("Commission") ordered Dominion Energy South Carolina, Inc. ("DESC" or "Company") to provide certain service quality reports on a quarterly basis with the initial report to be made no less than six (6) months after the close of the transaction, which occurred on January 1, 2019. More specifically, for electric operations, the Commission ordered DESC to provide quarterly SAIDI and SAIFI reporting provided by the Company's affiliate in North Carolina and quarterly Call Center Performance Metrics reporting provided by the Company's affiliate in North Carolina. For gas operations, the Commission ordered DESC to file a quarterly service quality report with the same service quality metrics provided by the Company's affiliate in Utah. By Order No. 2019-394, dated May 29, 2019, the

The Honorable Jocelyn G. Boyd  
May 15, 2020  
Page 2

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Commission approved certain modifications to the quarterly reports to properly reflect the processes in place in South Carolina.

In compliance with Order Nos. 2018-804 and 2019-394, enclosed herewith is the quarterly service quality report for DESC's electric and gas operations for the quarter ending March 31, 2020.

By copy of this letter, DESC is providing the other parties of record with a copy of the quarterly service quality reporting.

If you have any questions, please do not hesitate to contact us.

Very truly yours,



Matthew W. Gissendanner

MWG/kms  
Enclosures

cc: All parties of record in Docket No. 2017-207-E  
All parties of record in Docket No. 2017-305-E  
All parties of record in Docket No. 2017-370-E  
(all via electronic mail only w/enclosures)

# Service Quality Standards Monitoring and Reporting

# Overall Impressions

| Dominion Energy South Carolina  | 2019<br>Year-End | Data Source       | Q1<br>2020 |
|---|------------------|-------------------|------------|
| Once you consider the safety, reliability, cost, billing and payment processes, and customer service, how would you rate your overall satisfaction with Dominion Energy South Carolina operational performance? | 7.29             | Market Strategies | 7.76       |
| Offers reasonable rates for the services it provides.   | 6.09             | Market Strategies | 6.72       |
| Communicates information that matters to me.  | 6.76             | Market Strategies | 7.12       |
| Avoids lengthy service interruptions or outages.  | 7.25             | Market Strategies | 7.68       |
| Is ethical in its dealings with customers.  | 6.19             | Market Strategies | 6.79       |
| Is dedicated to the safety of its employees and the community.  | 6.88             | Market Strategies | 7.21       |
| Cares about my local community.   | 6.05             | Market Strategies | 6.67       |

## Notes:

Measures reflect the sentiments of all Dominion Energy South Carolina customers, without respect to fuel type.  
Market Strategies scoring based on 0-10 scale, 10 being the most positive.

# Customer Care

| Dominion Energy South Carolina   | 2019<br>Year-End | Data Source                            | Q1<br>2020        |
|--|------------------|--|-------------------|
| Percentage of calls answered within 60 seconds after customer chooses menu option. | 76.49%           | Automated Call Distribution System     | 80.15%            |
| Percentage of emergency calls answered within 60 seconds by agent.                 | 93.88%           | Automated Call Distribution System     | 96.49%            |
| Average Speed of Answer (live voice- and technology-handled calls).                | 39.49            | Automated Call Distribution System/IVR | 35.05             |
| Answer Rate (live voice-handled calls).  | 91.52%           | Automated Call Distribution System     | 94.02%            |
| Amount of time talking with customer and completing request.                       | 5:11             | Automated Call Distribution System     | 5:32 <sup>1</sup> |

## Notes:

<sup>1</sup> The 1Q20 increased Average Handle Time (AHT) stemmed from improved self-service features including the implementation of the customer app which resulted in the majority of inbound calls being more complex; in addition, March's daily AHT averaged a 20% increase due to significantly fewer credit calls and in-depth customer discussions related to Covid19 to better ensure on-site safety for field technicians.

# Customer Care Continued

| Dominion Energy South Carolina   | 2019<br>Year-End | Data<br>Source                       | Q1<br>2020 |
|--|------------------|--------------------------------------|------------|
| How satisfied were you with the automated system?  | 7.60             | IVR Satisfaction Survey <sup>1</sup> | 8.53       |
| 2019: How satisfied were you with the overall service provided by the representative with whom you last spoke?<br><br>2020: Overall, how satisfied are you with this experience? | 8.54             | Customer Feedback-Post Call Survey   | 8.99       |
| How satisfied were you with the level of courtesy offered by the representative you last spoke with?   | 8.67             | Customer Feedback-Post Call Survey   | 9.40       |
| How satisfied were you with the representative taking responsibility for addressing your question or concern?  | 8.58             | Customer Feedback-Post Call Survey   | 9.34       |
| How satisfied were you with the representative's ability to offer information, options, or solutions?  | 8.50             | Customer Feedback-Post Call Survey   | 9.26       |
| Has the issue now been resolved?<br>(Y/N)  | 87.12%           | Customer Feedback-Post Call Survey   | 87.80%     |

## Notes:

2018 & 2019 Numeric (non-percentage) scores from Customer Feedback-Post Call Survey. Scored with a 1-9 scale, 9 being most positive.

2020 Customer Feedback-Post Call Survey moved 1-10 scoring range scale, 10 being most positive.

<sup>1</sup> Numeric (non-percentage) scores from IVR Satisfaction Survey. Scoring based on 1-10 scale, 10 being very satisfied. IVR satisfaction survey implemented September 2019.

# Customer Affairs

| Dominion Energy South Carolina  | 2019<br>Year-End | Data Source     | Q1<br>2020 |
|---|------------------|-----------------|------------|
| Respond to PSC complaint by response request date or within 5 business days if no date is specified in the request. | 100%             | Internal Report | 100%       |

**Note:**

Commission provides complaint to legal/regulatory team, and company responds by date requested or within 5 business days if no date is specified in the request.

# Billing

| Dominion Energy South Carolina   | 2019<br>Year-End | Data Source     | Q1<br>2020 |
|--|------------------|-----------------|------------|
| Read each meter monthly.   | 99.9%            | Internal Report | 99.9%      |
| Percentage of corrected bills. <sup>1</sup><br>(# corrected bills/number bills rendered) | 0.06%            | Internal Report | 0.03%      |
| Send corrected statement to customer within 5 business days.                             | 99.9%            | Internal Report | 100%       |
| Percentage of adjustment requests completed within 5 business days. <sup>2</sup>         | 99.9%            | Internal Report | 99.9%      |

## Notes:

<sup>1</sup> Corrected bills – bills that have been sent to the customer, corrected, and then resent to the customer as a “Corrected Bill”. Examples: misreads, stopped meters, crossed meters, estimated bills, etc. When time does not allow correction in same billing month, the correction is completed during the next billing month with correction noted on the bill.

<sup>2</sup> Excludes the 4,900 Industrial secured rate accounts . Email communications with Account Manager, Large Customer Billing and Field/Meter technicians are used in lieu of work tasks within CIS.



# Gas Operations – Service Calls

| Dominion Energy South Carolina   | 2019<br>Year-End | Data Source                    | Q1<br>2020 |
|--|------------------|--------------------------------|------------|
| How satisfied were you with the Service Rep showing respect for your home and property?                        | 4.77             | Field Svcs Satisfaction Survey | 4.86       |
| How satisfied were you with the Service Rep being knowledgeable?   | 4.72             | Field Svcs Satisfaction Survey | 4.79       |
| How satisfied were you with the Service Rep being respectful of your time?                                     | 4.68             | Field Svcs Satisfaction Survey | 4.75       |
| How satisfied were you with the Service Rep getting the job done right?  | 4.72             | Field Svcs Satisfaction Survey | 4.78       |
| How would you rate the overall service you received from the Dominion Energy South Carolina Field Service Rep? | 4.64             | Field Svcs Satisfaction Survey | 4.74       |

Note:

Field Services Satisfaction Survey scoring based on 1-5 scale, 5 being the most positive.

# Gas Operations – Service Calls - Continued

| Dominion Energy South Carolina   | 2019<br>Year-End | Data Source   | Q1<br>2020 |
|--|------------------|---------------|------------|
| Emergency calls - company representative is onsite within 1 hour of call.  | 88.0%            | Internal Data | 88.3%      |
| Unblock meter same or next business day. <sup>1</sup>  | 99.0%            | Internal Data | 99.6%      |
| New set orders worked within 1 business day of release received. <sup>2</sup>  | 89.7%            | Internal Data | 92.9%      |
| Set old location orders worked within 1 business day. (or if a release is needed – once release is received)   | 98.3%            | Internal Data | 98.1%      |
| Keeping customer appointments.   | 92.2%            | Internal Data | 92.6%      |
| Restore interrupted service caused by system failure within 1 business day. (except for service interruptions caused by natural disasters, force majeure events and significant third party actions) | 100%             | Internal Data | 100%       |

## Notes:

Gas operations measures are provided for gas service interactions only.

<sup>1</sup> Unblock meter, new set and set old location order percentages for 2018 year-end include turn down orders due to safety issues (gas leaks, abnormal operating conditions, etc.). 2019 data does not include turn down orders for unblock and set old.

<sup>2</sup> New Sets for 2019 include the Sets that were turned down for various issues (Cust not ready, Regs not installed, etc due to a process change that affected our metrics).

# Gas Operations – Customer Safety

| Dominion Energy South Carolina                                      | 2019<br>Year-End | Data Source   | 2020<br>Year-End |
|---|------------------|---------------|------------------|
| Line breaks caused by excavation damages. (all parties)             | 1458             | Internal Data |                  |
| Number of gas leaks per 100 miles of distribution gas main.         | 5.7              | DOT Reports   |                  |
| Number of gas leaks per 100 miles of distribution gas service line. | 43.2             | DOT Reports   |                  |
| Number of gas leaks per 100 miles of transmission gas main.         | 0.4              | DOT Reports   |                  |
| Number of damages per one thousand SC811 locate tickets.            | 3.7              | Internal Data |                  |

Note:

Data produced on an annual basis. 2020 Year-End data available March 15, 2021.

# SAIDI-SAIFI

| SAIDI | Period                                  | Excluding Major Storms | Including Major Storms |
|-------|---|------------------------|------------------------|
|       | Year End 2015                           | 97                     | 155                    |
|       | Year End 2016                           | 91                     | 1390                   |
|       | Year End 2017                           | 82                     | 330                    |
|       | Year End 2018                           | 96                     | 166                    |
|       | Year End 2019                           | 78                     | 530                    |
|       | <b>5 Year Average Annual SAIDI</b>      | <b>89</b>              | <b>514</b>             |
|       |   |                        |                        |
|       | 2Q19                                    | 21                     | 83                     |
|       | 3Q19                                    | 25                     | 416                    |
|       | 4Q19                                    | 18                     | 17                     |
|       | 1Q20                                    | 12                     | 17                     |
|       | <b>Total for last 12 Months/4 Qtrs.</b> | <b>76</b>              | <b>533</b>             |
|       |   |                        |                        |

| SAIFI | Period                                  | Excluding Major Storms | Including Major Storms |
|-------|---|------------------------|------------------------|
|       | Year End 2015                           | 1.34                   | 1.62                   |
|       | Year End 2016                           | 1.27                   | 2.75                   |
|       | Year End 2017                           | 1.14                   | 1.85                   |
|       | Year End 2018                           | 1.37                   | 1.80                   |
|       | Year End 2019                           | 1.03                   | 1.92                   |
|       | <b>5 Year Average Annual SAIFI</b>      | <b>1.23</b>            | <b>1.99</b>            |
|       |   |                        |                        |
|       | 2Q19                                    | .31                    | .68                    |
|       | 3Q19                                    | .29                    | .82                    |
|       | 4Q19                                    | .25                    | .24                    |
|       | 1Q20                                    | .15                    | .19                    |
|       | <b>Total for last 12 Months/4 Qtrs.</b> | <b>1</b>               | <b>1.93</b>            |
|       |   |                        |                        |